

---

# Tab I



## Information For Customers With Disabilities

### OPERATOR/DIRECTORY ASSISTANCE

Call **1-800-855-1155**

(TTY\* only. There is a charge for this nationwide service provided by AT&T.)

### GEORGIA RELAY CENTER

The Georgia Relay Service can be reached 24 hours a day, seven days a week by dialing **7-1-1**. Additional numbers: (1) for hearing callers of **1-800-255-0135**; and (2) for text telephone users of **1-800-255-0056** are operational as well. There is no charge for dialing **7-1-1**, and all options available to Georgia TRS users through the existing 800 numbers are available to **7-1-1** users.

Here is how the Georgia Relay Service works: a person who is deaf, hard of hearing or speech disabled types his/her conversation using a text telephone (TDD/TTY). A Georgia Relay Service Communications Assistant (CA) relays the message by reading it to the hearing person at the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user. Each call is handled in strict confidence. No record of the conversation is kept. Local calls are relayed free of charge and long-distance calls are billed at a 25% discount.

The service is available 24 hours a day, seven days a week and enables people to place relay calls between Georgia and other locations anywhere in the United States and internationally to English-speaking persons.

Also, persons who have a speech disability can utilize a service called Speech-to-Speech (STS) Relay through the Georgia Relay Service. Speech-to-Speech service enables a speech-disabled person to use the Georgia Relay Service with his/her own voice synthesizer, rather than using a TDD/TTY. To access Speech-to-Speech service, call **1-800-229-5746**.

Please note that **7-1-1** is only to be used to reach the Georgia TRS. For **EMERGENCIES**, you should continue to use **9-1-1**.

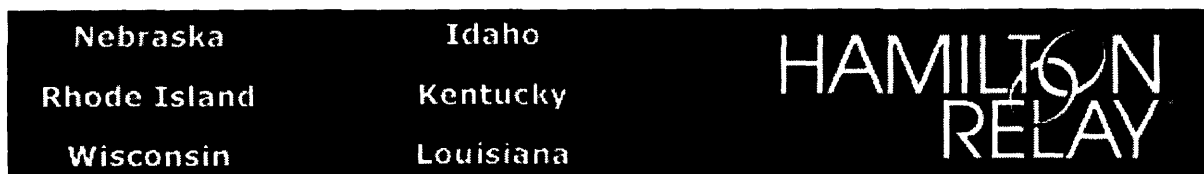
### PUBLIC TELEPHONE CALLS USING RELAY SERVICES

People who use relay services to make long-distance calls on pay telephones may pay for these calls with a calling card. A calling card allows you to have calls billed to your telephone or to your card account. Calling cards may be used at coin telephones as well as any other telephone. The calls are billed at the same rate as long-distance calling card calls that do not use relay services.

Local calls through a relay service from a pay telephone are free of charge.



\* Text Telephone



### **9-1-1 Emergency Assistance**

In an emergency, call 9-1-1 or your local emergency service's TTY number directly. 9-1-1 centers are required by The Americans with Disabilities Act (ADA) to have TTYs and be prepared to handle emergencies. Hamilton Relay will make every effort to assist you in an emergency. However, relay centers are not 9-1-1 centers and do not assume responsibility for emergency calls.

### **Directory Assistance**

Hamilton Relay will relay calls between TTY users and Directory Assistance operators. To find a number, ask the CA to dial Directory Assistance. Give the CA as much information as possible at the beginning of the call such as the area code and the city and state that the number is in, then proceed as a regular relay call. Directory Assistance rates are determined by your long distance carrier.

### **Making Relay Calls from Pay Phones**

The Federal Communications Commission (FCC) issued an order that requires relay providers to be able to handle calls made from a coin-operated public payphone. A plan is in place that can help you make a relay call from a pay telephone.

You may make local and long distance calls from any coin-operated public pay phone through relay. **All local relay calls made from a pay phone are free.** Just dial 7-1-1 (or your state TTY number) and give the local number you wish to call.

If placing a long distance relay call from a payphone, you must give the CA a way to bill the call (examples: calling card, including prepaid calling card, collect or third party). Charges for calling cards may vary, so check with your long distance provider about their rates. Coins can not be used to pay for a long distance relay call from a pay phone.

### **Deaf Operator Services for TTY to TTY**

MCI – 800-688-4486

AT&T – 800-855-1155

Sprint – 800-855-4000

### **Using Wireless and Cellular Telephones through the Relay**

When using wireless and cellular telephones with a TTY or a VCO telephone, you may experience more garbling than normal. Garbling can be triggered by such things as:

- o Low battery power

- Range from a cell phone tower
- Interference from other communication devices
- Static
- The thickness of buildings walls
- Call waiting, if it is a feature on the phone connected to the TTY
- Loud noise in the background
- Weather

**If you experience garbling when using your wireless/cellular telephone through the relay:**

- Hit a letter key a few times to reset your TTY
- Change your TTY setting to Baudot
- Check for possible noises: (dog barking, stereo, fan, air conditioner, TV, traffic, car engine, etc.)
- Check to make sure the telephone handset is fitted securely in the coupler
- Try wrapping your hand around the cell phone's antenna to discharge the static build up that may be causing the garbling.
- As a last resort hang up and redial

[Go Back](#)

[Home](#) | [What is Relay?](#) | [Who Is Hamilton?](#) | [How Do I Make a Call?](#) | [HIP Relay](#) | [Features](#)  
[7-1-1](#) | [Related Links](#) | [How Did We Do?](#) | [View Newsletter](#) | [Subscribe to HRS Newsletter](#)

Copyright 2002-2003, Hamilton Internet Relay. All rights reserved.

# Special Services for the Hearing/Speech Disabled



## Kansas Relay Center

### Kansas Relay Center Keeps You In Touch

Call 24 hours a day, seven days a week.  
Dial toll free 1-800-766-3777.

### Kansas Relay Center

Southwestern Bell has been contracted to provide operator relay services to enable Kansans with hearing or speech disabilities to communicate with other people who may or may not have hearing or speech disabilities. Kansans without hearing or speech disabilities can call the Kansas Relay Center to communicate with people who use TTYs. The Kansas Relay Service, Inc. (KRSI), a non-profit corporation, serves as administrator of the Kansas Relay Center.

### How The Service Works

Kansans with hearing and/or speech disabilities communicate with a telecommunications device for the deaf (TDD/TTY), a combination telephone/typewriter which enables the individual to type out his or her portion of the conversation. A relay operator voices to the hearing person the TTY user's message, then types back to the TTY user the hearing person's words. Other forms of TTYs which may be used include teletypewriters and compatible personal computers.

Voice or Hearing Carry Over services are also available through the Kansas Relay Center. The Voice Carry Over (VCO) service enables an individual with a hearing disability to voice his or her part of the conversation while using a TTY or a special VCO telephone. The Hearing Carry Over (HCO) service enables an individual with a speech disability to hear the conversation while using a TTY. For more information about these Carry Over services, contact the Kansas Relay Center.

### Accessing The Kansas Relay Center By TTY

Dial the Kansas Relay Center toll free number 1-800-766-3777.

A Kansas Relay Center operator will answer by typing: KRC OPR 125F HERE GA. The "F" or "M" designation identifies the operator as either female or male for your convenience.

Have the following information ready to provide to the Kansas Relay Center operator:

1. The telephone number you would like to call.
2. How you will pay for the call if long distance (for example, if billing to a third number, give the area code and telephone number that you are billing to).
3. The name of your long distance carrier if you are calling long distance, outside your regional calling area (see Page 16).

### Accessing The Kansas Relay Center By Telephone

Dial toll free 1-800-766-3777. Inform the relay operator of your telephone number, the number you want to call and the type of call you are making — direct, credit card, collect, person to person, etc. The name of your long distance carrier may be required if you are calling long distance, outside your regional calling area (see Page 16).

### Billing Of Calls

The Kansas Relay Center will handle local and long distance calls, completing calls both within and outside the state of Kansas. Long distance calls must be billed to a Kansas telephone number or credit card. There will be no charge for local calls. Long distance calls will be billed on the

customer's monthly telephone bill. All long distance calls handled by the Kansas Relay Center will be billed at special discounted rates established by the Kansas Corporation Commission. There will be no charge for call set-up time.

### Public Pay Telephone

The Federal Communications Commission requires that public pay telephones be accessible to customers using the Kansas Relay Center and the following terms apply:  
(1) There will be no charge for local calls.  
(2) Long distance calls billed to calling cards will not exceed the charge for similar coin-paid calls dialed direct.

### Privacy

Calls handled by the Kansas Relay Center are strictly confidential. As required by law, operators cannot disclose any information from a conversation, and records of the contents of conversations are not kept.

### Emergency/Directory Assistance

TTY customers may access local emergency services and directory assistance through the Kansas Relay Center. Dial toll free 1-800-766-3777.

### Other Services Available Through The Kansas Relay Center

TTY customers should call toll free 1-800-766-3777 for relay assistance with questions on local service, repair and billing matters. (See Page 2 for service numbers.)

### For Additional Information

For more information on the Kansas Relay Center, please contact:

**Kansas Relay Center**  
734 Vermont, P.O. Box 863  
Lawrence, KS 66044  
1-800-766-3777

[www.swbell.com](http://www.swbell.com)

KRC Telephone Directory Page  
SBC Territory

# Rights & Responsibilities

## Local & Long Distance Dialing

- Local calls within your area code  
Dial the 7-digit number
- Local calls outside your area code  
Dial 1 + area code + 7-digit number
- Long distance direct dial station paid calls  
Dial 1 + area code + 7-digit number
- Long distance alternately billed calls  
Dial 0 + area code + 7-digit number
- Toll free 800, 866, 877 or 888  
area code calls  
Dial 1 + 800, 866, 877 or 888 +  
7-digit number

If you are unsure whether a call is local or long distance, contact your local telephone service provider at the appropriate number for local calling area information on the Telephone Provider Information page.

## Michigan Relay Center

The Michigan Relay Center (MRC) makes it possible for deaf, hard-of-hearing and/or speech-impaired TTY phone customers to call persons or businesses without TTYs anywhere 24 hours a day, 7 days a week. A hearing person may also use the MRC to call a TTY user. All calls are confidential and billed at regular telephone rates. To use the service:  
TTY/Voice.....Dial 711 or 800-649-3777

## \* Instructions for making a Relay Call from a Payphone

### For Local Calls:

1. Dial 7-1-1
2. Provide the Communications Assistant (CA) with the area code and phone number you wish to dial.
  - Local calls are free

### For Toll or Long Distance Calls using a calling card or prepaid calling card:

1. Dial 7-1-1
2. Provide the CA with the toll-free number listed on the calling card, the PIN number, and the area code and phone number you wish to dial.

- Calling card calls cost no more than if you paid with coins.
- Prepaid calling card rates vary. Check with your card provider about their rates.

## For Toll or Long Distance Calls using the "collect" calling method:

1. Dial 7-1-1
2. Provide the CA with your name, the area code and phone number you wish to dial.

## Rates To Other Calling Areas

Long distance service to other calling areas, states and countries is provided by long distance companies. Rates are determined by the company that provides the service.

## Operator-Assisted Calls

To make an operator-assisted call, dial 0 + area code (if necessary) + 7-digit number. When the operator answers, state the type of call you are making. Service charges may apply when the operator helps place a local or long distance call. If you have trouble on your call, hang up. Then pick up the phone again and dial "0" for an operator. Explain the situation so the operator can help you.

## RIGHTS & RESPONSIBILITIES

Your local telephone services are regulated services, subject to the terms and conditions of its tariffs on file with the Michigan Public Service Commission.

## Fair Resolution of Complaints

You have the right to have your complaints and grievances about telephone services, billing or other policies and procedures settled fairly.

If you have a question about a policy or procedure, call your local telephone service provider at the number for bill inquiries listed on the Telephone Provider Information page. Your service representative has the responsibility to answer your questions and resolve your problems.

If you are not satisfied with the company's decision, you may also call the Michigan Public Service Commission at 517-241-6180 or 800-292-9555. If you prefer, you may write to:

Michigan Public Service Commission  
P.O. Box 30221  
Lansing, MI 48909

## SBC Special Needs Center

The SBC Special Needs Center helps people with special needs maintain an active life style by offering a wide variety of assistive telephone and communication products that can help people with hearing, speech, vision or mobility problems. The Special Needs Center is also able to assist business, healthcare, and government entities meet their ADA obligations. Equipment is billed at competitive and tariff rates. For more information call 800-433-8505.

## Credit For Loss of Service

If you are unable to make or receive calls due to problems in the outside telephone line, and are without service for more than 24 hours after reporting it, you may be entitled to a credit on your next bill for the local telephone service charge. Call your local telephone service provider at the appropriate telephone number listed on the Telephone Provider Information page.

*Rights & Responsibilities continued on next page*



December 2003  
Ann Arbor, MI

# How to Reach Us

## Digging or Drilling

Hours: 7 a.m. - 6 p.m.,  
Monday - Friday



Before you dig or drill on your property, call to avoid damaging your telephone and other underground lines. Please give 48-hour notice as required by state law. **1-800-482-8998**  
For after-hours emergencies only, call our Repair Service Center.

## SBC EasyOptions® Services Instructions

(Call Waiting, Call Forwarding, etc.)

To order custom calling features for your home, find out about our products, check the status of your home bill, or report trouble on your line through an interactive system. **1-888-544-8847**

Available 24 hours a day, 7 days a week.

(Instrucciones son disponible en Español.)

## SBC Directory Assistance



For local numbers ..... Dial 1-411  
For long-distance numbers ..... Dial 1-411  
For Area Codes ..... Dial 1-411

## SBC Directories



For additional copies of your local SBC directory, call **1-800-792-2665**  
SBC directories for other areas may be ordered for an additional charge.

## SBC Calling Card



If your SBC Calling Card is lost or stolen, please notify us as soon as possible  
**1-800-438-LOST (1-800-438-5678)**

## TDD Service Center

For hearing-impaired or  
speech-impaired customers.

For all matters, including repair, relating to your phone service  
(TDD number) ..... **1-800-324-4399**

TDD phone numbers work only when calling from a Telecommunications Device for the Deaf (TDD). If a TDD is not available, please ask a hearing person to call 1-800-585-7928 for matters involving your service or bill and 1-800-246-8464 for repairs to your line.



## Arkansas Relay Service

For communication between TDD  
users and hearing persons.  
Answered 24 hours



### Telecommunication Relay Services dial 711

If you have a TDD and need to talk to someone who does not have one, or if you do not have a TDD and need to talk to someone who does, please call these numbers for assistance in relaying a message:

TDD ..... **711** or 1-800-285-1131  
Voice ..... **711** or 1-800-285-1121  
Customer Service Center and Repair (TT/TDD) ..... 1-800-324-4399  
TDD Operator Assistance ..... 1-800-855-1155

When using Relay Arkansas from a payphone, local calls will be free of charge. Calling cards may be used for toll and long distance calls and the call will cost no more than if you used coins. Collect calls may be placed by providing the Communications Assistant your name and the area code and telephone number that you wish to call.

## Internet Address

Visit SBC on the Internet ..... <http://www.sbc.com>

[www.sbc.com](http://www.sbc.com)

C  
U  
S  
T  
O  
M  
E  
R  
  
G  
U  
I  
D  
E

3

December 2003  
Fayetteville, AK



## GENERAL INFORMATION

### Services for Customers With Special Needs

#### Telecommunications Relay Service (TRS)

Telecommunications Relay Service is a dual party relay service which allows telephone communication between a hearing/speaking person and a person with a hearing/speech disability who uses a Telecommunication Device (TDD/TTY). Specially trained Communication Assistants (CAs) relay conversations simultaneously between the TDD/TTY user and the speaking party, and confidentiality is assured.

Calls may be placed 24 hours a day, 7 days a week, including holidays.

TDD/TTY Users Dial .....	<b>711</b>
or dial .....	1-800-735-2962
Voice Users Dial .....	<b>711</b>
or dial .....	1-800-735-8262

There are no restrictions on the length or number of calls placed by relay users. Also, there are no additional fees or charges for local calls. Expanded local and long-distance calls are billed at reduced rates.

When calling the relay center, give the CA the number you would like to reach. They will connect the hearing person on a voice phone and the hearing/speech disabled person on a telecommunication device (TDD/TTY). The CA types the conversation on the TDD/TTY to one person, while speaking to the other person on a voice phone.

When receiving a call from the relay center, the CA will provide a brief explanation of the service if the person has not previously used TRS. Requests for a male/female CA are honored if the caller states such a preference.

Voice/Hearing Carryover (VCO/HCO) is also available upon request. VCO gives the hearing disabled person, who is able to speak, the ability to talk directly to the caller. HCO gives a speech disabled person, who can hear, the ability to listen to the caller.

For PC users using the relay service, dial 1-888-762-2724 (RNC-ASCII) with the software setting as shown below:

- 300-1200 baud
- 8 bit

- No parity
- 1 stop bit
- Half Duplex

#### Video Relay Interpreting (VRI)

VRI is a videoconferencing application for computers with a video system. The American Sign Language (ASL) user dials the relay center and a certified interpreter appears on the user's computer. The ASL user communicates to the interpreter through the video while the interpreter dials out to the hearing party. The interpreter then relays the conversation back to the caller in ASL. If the ASL user wants to make a VRI call and does not know where to go for VRI, call the Relay Services Administration Office at 1-800-205-9914 (TTY) or 1-800-999-5737 (Voice).

For more information, call the TRS Customer Service Center:

TDD/TTY .....	1-800-735-0533
Voice .....	1-800-735-0341

#### Public Telephone Calls Using Relay Service

People who use relay services to make long-distance calls on pay telephones may pay for these calls with a calling card. A calling card allows you to have calls billed to your telephone or to your card account. Calling cards may be used at coin telephones as well as any other telephone. The calls are billed at the same rate as long-distance calling card calls that do not use relay services.

Local calls through a relay service from a pay telephone are free of charge.

#### Lifeline and Link-Up Programs

The North Carolina Utilities Commission and the Federal Communications Commission have established two programs to make telephone service more affordable. Under the plans, qualified low-income telephone customers receive a discount on the installation for new service and a discount on monthly local telephone service.

#### Who Qualifies?

Current recipients of Supplemental Security Income (SSI), Food Stamps, or Temporary Assistance for Needy Families also known as Work First (formerly Aid for Families with Dependent Children).



## VERIZON – SERVICES FOR CUSTOMERS WITH DISABILITIES



The information on this page applies to Verizon customers. If you use another telephone company, call them for details about their policies and services. See the “Local Telephone Service Providers” section of this Guide for the number.

### Center for Customers with Disabilities

If you are a Verizon customer, the specially trained people at the Verizon Center for Customers with Disabilities can help you find products and services designed to meet your telecommunications needs. You also can place orders for and ask billing questions about all types of residence service. From anywhere in New York State and Greenwich/Byram, Connecticut, call us (toll-free) Monday through Friday, 8:30am to 5pm, at **890-0550** (V/TTY).

A variety of products for people with certified visual, hearing, speech or motion disabilities are offered. (See “How to Qualify” for certification requirements.) Many products can be leased or purchased at cost when appropriate certification is presented. Warranty and maintenance plans are available for these products. Also available to you through the Center—free of charge—are certain helpful dialing aids.

### How to qualify

You must be certified as a person with a disability to receive most of the telephone service exemptions, discounts or products listed in this section. A licensed physician, specialist (such as an audiologist or speech pathologist) or an authorized New York State agency may sign your application or provide a letter certifying your disability. Applications and information may be obtained by calling the Verizon Center for Customers with Disabilities. If you are 62 years of age or older, you may lease or purchase products simply by providing proof of age.

### Available exemptions from Verizon telephone service charges:

- Special Phone Credit Card
- Directory Assistance
- Dial Operator Privileges
- Braille and Large Print Bills (For information, call 1 800 974-6006 Monday–Friday, 8:30am–5pm).

### Telephone products for lease or purchase:

- Amplified Telephone
- Weak-Speech Handset
- Electronic Artificial Larynx
- Teletypewriter (TTY)
- Loud Tone Ringer Device
- Amplified Volume Handset
- Light Signaler Device

### Verizon telephone usage discount:

Reduces phone usage charges for customers who have a hearing or speech disability and use a TTY.

### Directory listings:

Your Verizon directory listing also may include information to indicate that communication can take place over your line using a TTY. Several listing options are available.

### Information on audio tape:

A summary of “Customer Rights and Responsibilities” in audio tape format is available by calling the Center for Customers with Disabilities.

### New York Relay Center

Allows TTY users and non-TTY users to communicate. Special operators called communications assistants translate and relay conversations confidentially.

- There is no extra charge for this service.
- Talk as long as you like and be billed the same as a direct-dial call.
- The Relay Center operates 24 hours a day, 7 days a week.
- Calls can be relayed from any location in New York State to anywhere in the continental United States.
- You may request that your long distance company be used when placing long distance calls.

**To place a call dial 711 (New York Relay) or call the numbers below to place a call or make an inquiry**

- 1 800 662-1220** TTY/Voice
- 1 800 421-1220** Voice only
- 1 800 585-2849** ASCII
- 1 800 664-6349** VCO
- 1 900 230-6565** 900 Service
- 1 877 662-4886** Spanish
- 1 877 662-4234** Speech to Speech

You can find more information and apply for services and equipment on our website: <http://www22.verizon.com>. Under “Popular Products” click on Customers with Disabilities, select your state and follow the links.

# Tab J

## **FEDERAL UNIVERSAL SERVICE FUND**

On July 1, 2003, the Federal Universal Service Fund fee on your Qwest bill will change. This monthly fee is a percentage of the Federal charges on your bill. The rate is set by the FCC quarterly and will change to 9.5% for most customers.

## **CUSTOMER SERVICE CENTER FOR CUSTOMERS WITH DISABILITIES**

### **TRS – Telecommunications Relay Service**

Now it's easier than ever to communicate with friends and family who are hearing-impaired or speech-disabled, or for you to use your TTY machine to communicate over the phone. Telecommunications Relay Service (TRS) allows persons who are hearing-impaired or speech-impaired to conduct telephone conversations easily and efficiently.

If you have a TTY and want to talk to someone who does not have one, or if you don't have TTY and need to talk with someone who does, call the TRS provider in your state. Dial 711 or the TRS toll-free number listed in your telephone directory.

You'll be connected with a communications assistant who uses a TTY machine and is trained to make conversations flow accurately and with ease. Once you connect, give the communications assistant the number you would like to call. The agent will stay on the line to relay the conversation, using the TTY connection with you and a standard voice connection with the person you called, or vice versa. All conversations are confidential.

To support your communication needs, the TRS centers operate 24 hours a day, seven days a week. There are no restrictions on the number of calls you may place or on call

continued on back

<b>State</b>	<b>Rate before 7/1/03</b>	<b>Rate after 7/1/03</b>
Arizona	\$6.91	\$6.60
Nebraska	\$5.33	\$5.07
South Dakota	\$6.59	\$6.60
Oregon	\$6.99	\$6.96
Washington	\$6.10	\$6.11

Rates for residential additional lines in MT, NM, ND and ID will not change.

Business customers will notice slight changes to the Federal Access Charge. The Federal Access Charge decreased in some states for multi-line businesses, including Centrex 21, PRI-ISDN and Centrex lines. Please check your Qwest bill or visit the Qwest Web Site at <http://www.qwest.com/FCCRates/> for the applicable rates in your state.

Residential customers who participate in a Low-Income Telephone Assistance Program received an increase in the credit to offset the increase in the Federal Access Charge. However, in Nebraska participating customers will receive a decrease in the credit to offset the decrease in the Federal Access charge. To find out if you are eligible for this program, contact Qwest at 800-244-1111.

If you have questions regarding these changes, please call the number shown at the top of the first page of your bill or call the appropriate number listed below:

<b>Residence</b>	<b>1-800-244-1111</b>
<b>Small Business</b>	<b>1-800-603-6000</b>
<b>Large Business</b>	<b>1-800-777-9594</b>
<b>Government &amp; Education</b>	<b>1-800-777-9594</b>
<b>Federal Services</b>	<b>1-800-879-1023</b>

length. Long distance calls will be billed at a rate determined by your long distance carrier, or the carrier selected by your state's public utilities commission to provide this service.

### **STS – Speech to Speech**

TRS providers now offer speech-to-speech, a new kind of relay service that allows persons with severe speech disabilities to use the telephone more easily. With STS, a trained communications assistant relays the conversation, ensuring that the speech-impaired caller is understood.

### **State Funded Equipment Programs**

Most states in the Qwest region have programs that offer hearing-impaired customers special equipment that makes it easier for them to use the telephone. In some states, these programs also offer equipment useful for customers with motion disabilities, too.

Most of these programs loan the equipment at no charge, but qualification is based on income and disability. For specific information, please contact the agency in your state. For more information on State Funded Equipment Programs go to [Qwest.com/residential/disabled](http://Qwest.com/residential/disabled).

### **New Number Referral Intercept**

Qwest is pleased to announce that effective July 1, 2003 New Number Referral Intercept is TTY compatible. Now – for the first time – TTY users will be able to receive the message provided by our New Number Referral Intercept service. New Number Referral Intercept is an optional service which informs callers to a disconnected number of the called party's new number.

# **IMPORTANT NEWS FROM QWEST ABOUT YOUR PHONE SERVICE.**

## **FEDERAL ACCESS CHARGE CHANGES**

Effective July 1, 2003, the annual adjustments of a federally approved telephone service price change took effect. These changes, subject to approval by the Federal Communications Commission (FCC), help protect universal telephone service and do not result in any new revenue for Qwest. The subscriber line charge, shown on your bill as the Federal Access Charge, helps to pay for the telephone facilities between your home or business and Qwest's switching offices.

The Federal Access Charge increased in most states from \$6.00 to \$6.50, except in Nebraska the rate decreased from \$5.33 to \$5.07 and in Washington the rate increased from \$6.00 to \$6.11, pending FCC approval, for the main (primary) residential phone line and for customers with a single business line. The rate for residential additional lines also changed for the following states:

continued on inside

**BusinessLines**

Issue 6 (November/December 2003)

FL, Spanish FL

**Whenever you see TT, TTY or TDD ...**

... on the pages of the BellSouth directory, it indicates that the telephone numbers are accessible by Text Telephones. Text Telephones are special telephone equipment for customers with hearing or speech impairment.

**FLORIDA RELAY CENTER** provides a service that allows customers who use TT, TTY or TDD equipment to communicate with others. Specially trained operators translate TT, TTY or TDD messages into speech for non-users and vice versa. No charges apply to local calls.

- For information call **1-800-955-8771** (TT, TTY or TDD) or **1-800-955-8770** (voice) or **1-800-955-1339** (TT, TTY or TDD ASCII/PC). Or call the Florida Relay Center from inside Florida by dialing **711**.
- For TTY and voice services in **Spanish**, please call **1-877-955-8773**.
- **Speech-to-Speech (STS) Relay service** enables speech-impaired persons to use the Florida Relay Center with their own voice synthesizers, rather than using TDD/TTY, by calling **1-877-955-5334**.

**FLORIDA TELECOMMUNICATIONS RELAY, INC. (FTRI)** distributes specialized telecommunications devices FREE-OF-CHARGE to eligible deaf, hard-of-hearing, deaf-and-blind and speech-impaired citizens of Florida.

- FTRI provides volume control telephones; TT, TTY or TDD equipment; large visual TT, TTY or TDD displays; and Braille TT, TTY or TDD units. Audible, visual and tactile ring signaling devices are also available through this program.
- For information call **1-800-222-3448** (voice) or **1-888-447-5620** (TT, TDD or TTY) Monday - Friday, 8:30 a.m. - 5:00 p.m., ET.

**BellSouth** offers products and services for customers with visual, hearing, speech or physical impairments. For more information, please refer to the Customer Guide section in your BellSouth telephone directory or go to [www.bellsouth.com/specialneeds](http://www.bellsouth.com/specialneeds).

**Customers with hearing or speech disabilities want to reach you, too.**

If you receive a call from a Telecommunications Relay Center, don't mistake it for a telephone solicitation and hang up. You may be missing a sale yourself!

## **StarLines**

Issue 6 (November/December 2003)

KY

### **Are you having trouble hearing telephone conversations or do need special equipment to talk on the telephone?**

If you are deaf, hard-of-hearing, deaf-blind or speech-impaired and have lived in Kentucky for at least one year, there is a program available that can help you communicate on the telephone by giving you free equipment such as an amplified phone or a Telecommunications Device for the Deaf (TDD). The Kentucky TDD Distribution Program was established during the 1994 Kentucky General Assembly to provide equal access to telecommunications for individuals who are deaf, hard-of-hearing, deaf-blind or speech-impaired. It is funded by a one (1) cent per month surcharge on all customer telephone bills.

To find out how to qualify for **free** equipment, which can provide telephone accessibility for individuals who are deaf, hard-of-hearing, deaf-blind, and speech-impaired, please contact the Kentucky Commission on the Deaf and Hard of Hearing (KCDHH) at **1-800-372-2907** and apply TODAY. *Equipment is distributed on a first-come, first-served basis after a completed application is submitted to and approved by KCDHH.*

**BellSouth** offers products and services for customers with visual, hearing, speech or physical impairments. For more information, please refer to the Customer Guide section in your BellSouth telephone directory or go to **[www.bellsouth.com/specialneeds](http://www.bellsouth.com/specialneeds)**.

## **StarLines**

Issue 6 (November/December 2003)

KY

## **StarLines**

Issue 6 (November/December 2003)

LA

### **Whenever you see TT, TTY or TDD...**

... on the pages of the BellSouth directory, it indicates that the telephone numbers are accessible by Text Telephones. Text Telephones are special telephone equipment for customers with hearing or speech impairments.

**The Louisiana Relay Service** allows customers who use TT, TTY or TDD to communicate with voice telephone users. Specially trained operators voice TT, TTY or TDD typed messages into speech for non-users, and type what is spoken by regular phone users back to the TT, TTY or TDD users. No charges apply to local calls. For information call **1-888-699-6869** 24 hours a day. Anyone can use the relay by simply dialing **711**, or TT, TTY or TDD users can call **1-800-846-5277** and voice users can call **1-800-947-5277** 24 hours a day.

**The Louisiana Commission for the Deaf/Telephone Access Program Board** loans specialized telecommunications devices **FREE-OF-CHARGE** to eligible individuals who are deaf, hard-of-hearing, deaf-blind or speech-impaired in Louisiana. Devices such as TT, TDD or TTY equipment, large visual displays, telebrailers, amplified telephones, and assistive hearing devices including hearing aids are available. For more information call **1-800-256-1523** (voice) and **1-800-543-2099** (TDD) Monday through Friday, 7:30 a.m. to 4:30 p.m.

**BellSouth** offers products and services for customers with visual, hearing, speech or physical impairments. For more information, please refer to the Customer Guide section in your BellSouth telephone directory or go to **[www.bellsouth.com/specialneeds](http://www.bellsouth.com/specialneeds)**.

## **StarLines**

Issue 6 (November/December 2003)

LA

**BusinessLines 3/2/2004 4:10 PM**  
Issue 6 (November/December 2003)  
AL, GA, MS, NC, SC, TN

**Customers with hearing or speech disabilities want to reach you, too.**

As a result of the Americans With Disabilities Act of 1990, all states now have a Telecommunications Relay Service with operators who serve as "telephone interpreters" for people who are deaf, hard-of-hearing or have speech impairments. If you receive a call from a Telecommunications Relay Center, don't mistake it for a telephone solicitation and hang up. You may be missing a sale yourself!

**BellSouth** offers products and services for customers with visual, hearing, speech or physical impairments. For more information, please refer to the Customer Guide section in your BellSouth telephone directory or go to **[www.bellsouth.com/specialneeds](http://www.bellsouth.com/specialneeds)**.

**BusinessLines**  
Issue 6 (November/December 2003)  
AL, GA, MS, NC, SC, TN